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Developer Support Engineer 【Industry Leading Company】

Developer Support Engineer - Top Tech!

Job Information

Recruiter[Michael Page](#)**Job ID**

1578323

Industry

Internet, Web Services

Job Type

Temporary

Location

Tokyo - 23 Wards

Salary

2.5 million yen

Refreshed

February 18th, 2026 08:05

General Requirements

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

This role provides first-line technical support to developers, helping troubleshoot issues across CI/CD, Kubernetes, platform APIs, and other modern tooling. It also focuses on improving support operations through automation, documentation, and collaboration with engineering teams to deliver a fast, efficient support experience.

Client Details

Our client is a well-established, globally recognized organization driving innovation in mobility, software, and advanced technology. They are committed to building reliable, developer-focused platforms and delivering high-quality user experiences. Joining this project means contributing to impactful work within a forward-thinking, industry-leading environment.

Description

- Provide first-line technical support to developers across CI/CD, Kubernetes, APIs, and related platform tools.
- Troubleshoot issues, de-escalate problems, and escalate cases when needed to ensure smooth customer experiences.
- Build lightweight automations, tooling, and documentation to streamline and improve support workflows.
- Collaborate with engineering and product teams to close knowledge gaps and prepare for new feature releases.

Job Offer

- Opportunity to work on innovative projects.
- Engaging work environment in the IT industry

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Serina Miyazono on +81 3 6627 6130.

Required Skills

- Demonstrates strong written Japanese and English abilities for clear, accurate customer communication.
 - Business level of speaking in Japanese
 - Has hands-on experience with Linux/macOS, cloud tooling, and simple scripting (Python, Bash, Postman).
 - Learns quickly and confidently uses AI tools to fill skill gaps and build efficient solutions.
 - Brings a proactive, collaborative mindset and thrives in a distributed, fast-moving technical environment.
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Company Description

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